

DELIVERY NOTE

In order for us to process your refund, please fill in all the details below.

Order Number:

Name:

Email Address:


Address:

Any Questions?


Our friendly customer service team is on hand to answer any questions or feedback you have regarding your order or our returns policy. Visit: www.bouxavenue.com/contact-us

Your Order					Refund	Exchange	Reason
Product Code	Colour	Size	Product Name	Qty	Qty	Qty	Code
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see overleaf for full details of returns and exchanges process



Boux Avenue Limited
Returns Department
Savoy Road
Crewe
CW1 6NA

From: 

Returns Reason Codes

Please give the main reason for your return in the 'Reason Code' box using the codes below:

- 1.** Item too big/too small
- 2.** Ordered multiple sizes to try fit
- 3.** Colour not as shown on website
- 4.** Item doesn't meet expectations
- 5.** Wrong item sent
- 6.** Item arrived damaged

Returns by Free Post

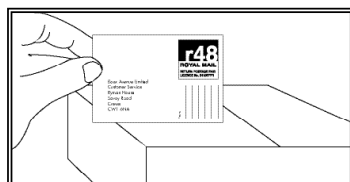
1. Fill in returns form

On the Delivery Note overleaf, for each item you are returning, write the quantity to be returned and the relevant returns reason code. For exchanges please also fill in the exchange form below.

Your order	Product name	Qty	Refund Qty	Exchange Qty	Reason Code
	Gift Wrapping Service	1			
	NORDIC STAR P1 SET IN BAG	1			
	NORDIC STAR P2 SET IN BAG	1			
	PERFUME BOTTLE OVAL	1			
	PERFUME BOTTLE ROUND	1			
	PERFUME BOTTLE SQUARE	1			
	PINK TAFFETA ROOM DIFFUSER	1			
	PINK TAFFETA BODY BUTTER 175ML	1			
	PINK TAFFETA BUBBLE FOAM 300ML	1			

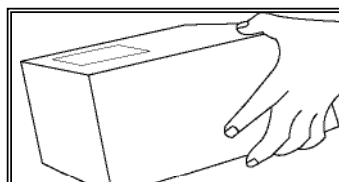
2. Pack item

Package up your unworn items and pop this delivery note in the box. Stick the attached returns label to the box.



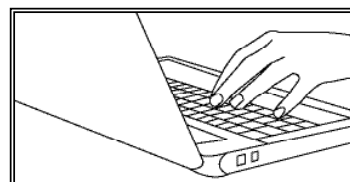
3. Take to Post Office

Take your package to the Post Office. If you have used the attached returns label you won't need to pay postage but you should ask for a receipt.



4. Refund

We will email you when we have received your return and will issue a refund via your original payment method.



Exchange Form - enter new items below (product details available at www.bouxavenue.com)

Your Order					Please Note:
Product Code	Colour	Size	Product Name	Qty	<ul style="list-style-type: none"> • If the new item you require costs less than the one you have returned we will refund you the difference. • If the new item you require costs more than the one you have returned, we will call you to take the additional payment. Please provide a phone number below. • If you would like to exchange your order for a Boux Avenue Gift Card for the full amount please tick here <input type="checkbox"/> <p>Tel number: _____</p> <p>Email: _____</p> <p>Deliver to (if different from address overleaf):</p> <p>Title: Initials: Surname:</p> <p>Address: _____</p> <p>Postcode: _____</p>
Additional comments:					

Returns to Store

Take your unworn items in their original packaging and this delivery note to any of our UK stores for a full refund or exchange within 28 days. Make sure you have the card you used to pay for your order as we can only refund to the original payment method. If you no longer have your Delivery Note or the payment card you paid with, paid via PayPal, or you are not the original purchaser, our stores can offer you an exchange or the value of your return on a Boux Avenue Gift Card.

This does not affect your statutory rights

For full terms and conditions please visit our website at www.bouxavenue.com/customer-services/returns-and-exchanges

RETURNS LABEL

To return goods, please remove the label overleaf and place on return parcel